

Student Complaint Form Formal Stage II

Please ensure that you have read the 'Student Complaints and Mitigations Policy' before you complete this form. Once completed submit this form with all relevant evidence to a suitable member of staff.

1. Your Details

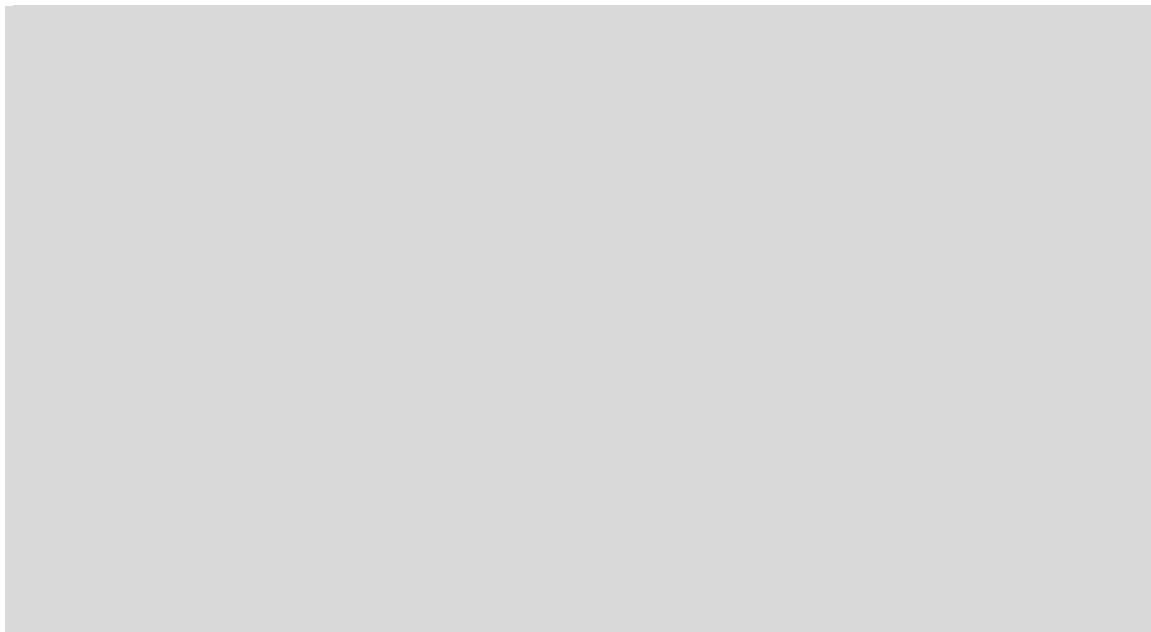
Full Name	
UWL Student Number	
Course Name	
Contact Address	
Email	
Phone Number	

2. Your Complaint

Please set out the main points of your complaint, including dates of incidents, persons involved and attach any relevant documents, for example email correspondence. If you require more space, continue on a separate sheet of paper, which you must attach to this form.

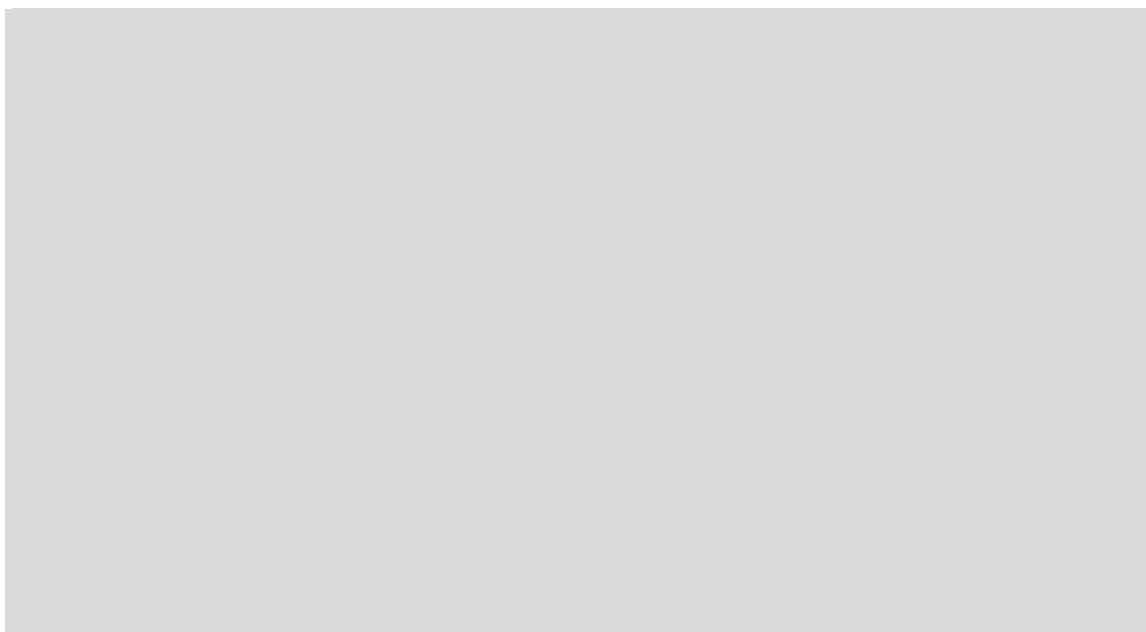
3. Actions you have taken

Please outline what steps you have taken to resolve your complaint, staff members you have involved and why you are not happy with the response received.



4. Requested Outcome

Please indicate what outcome you are expecting in order to resolve your complaint.



Declaration

I declare that the information given in this form is true and accurate to the best of my knowledge. I am willing to answer further questions relating to this matter if required.

Signed:

Date:

Notes:

Nexus ICA will use the information provided on this form to investigate your complaint. The details will be provided only to those services within Nexus ICA as necessary to conduct a thorough investigation.

Students can be expect a complaint to be investigated without prejudice, any member of staff mentioned in your complaint will be made aware and they will have the opportunity to comment.

Anonymous complaints will not be accepted under this procedure.